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**StayWarmNH Update
Progress Report #2 – February 1, 2009**

Overview:

Started in earnest in late October 2008, StayWarmNH's expanded low-income home weatherization efforts are closing in on target numbers and staying within or under budget. The slogan **Stay Warm ~ Stay Safe ~ Stay Connected** addresses many issues within the program. Collaborations between the Office of Energy and Planning (OEP), NH Charitable Foundation (NHCF), and NH Health and Human Services, as well as the Community Action Agencies (CAAs), 2-1-1, and myriad businesses and organizations have created meaningful connections to NH communities, volunteers, and homeowners. StayWarmNH provides a model and insight for future weatherization and winterization programming. The StayWarmNH.org website hosts informational fact sheets, training and registration materials for volunteers, and links to many other relevant groups, programs, and information. This program brings both economic and social benefits. OEP hosts Project Director Laura Richardson, assisted by OEP's Mary Downes and others when needed. Amy Ignatius from OEP, Dick Ober from NHCF, and MaryAnn Cooney from HHS supervise the program.

StayWarmNH Targets and Accounting, as of January 30, 2009

Description	StayWarm Target	StayWarm Actual (as of date)	StayWarm Funds Dedicated	StayWarm Funds Spent	Funding Source	Completion Date
Level 1						
Full Weatherization	340	205	\$860,000	\$860,000	PSNH**	12/31/08
	15	168*	\$44,000	\$44,000	Unitil	12/31/08
	15	(3)	\$45,000	\$0	NHEC***	12/31/08
	0	(12)	\$0	\$0	NGRID	12/31/08
	44	135****	\$115,357	\$236,005	Rolled-over WX funds	3/31/09
	155	114	\$500,000	\$227,762	FAP Furnace Program	9/31/09
Total	569	607	\$1,564,357	\$1,366,767		
Level 2						
Air Sealing	732	0 – completion date: 3/31/09	\$878,000	\$0 – completion date: 3/31/09	RGGI	3/31/09
Equipment		See below	\$120,000	39,075.54	RGGI	3/31/09
Level 3						
Volunteer Winterization	500	354+/- as of 1/30/09	\$78,600 *****	\$38,870	RGGI	3/31/09
Level 4						
DIY Winterization Kits	3,500	1050 as of mid 1/09	\$122,500	\$113,115	RGGI	3/31/09

* Unitil weatherized multi-family units as well as single-family units.

** PSNH books close in February, target seems to be met, leftover money can rollover into 2009.

*** NHEC transferred money to the CAAs in November, money did not get used before 12/31/08; NHEC money does not rollover, therefore it is being returned.

**** This part of the contract was amended on October 8, 2008 and was not reflected in the Weatherization Targets and Funding Plan of October 20, 2008.

***** \$1600 was moved from Level 2 to Level 3 because of a tallying error on Level 2 that was signed in a contract.

Level 1 – Supplemental Full Weatherization (\$2,000-3,500/unit)

- Surpassed target (569 units targeted; 607 completed).
- Measures include blower-door testing, before and after, air sealing, blown-in insulation, wrapping of heat or water distribution systems, low-flow showerheads, reducing water heater temperatures, CO alarms, some furnace repair and replacement.

Level 2 – Expanded Air Sealing - Weatherization (~\$1200/unit)

- Program started in January 2009, projected to meet targets (732 units) by 3/31/09.
- Measures include: similar to Level 1 without blown-in insulation or furnace replacement; some homes will receive furnace tune-ups.
- Weatherization equipment purchased: 9 Blower Doors (\$21,587.50); 8 combustion analyzers (\$10,567.04); 1 van for TCCAP (\$5776.00); 1 computer for BMCAP (\$1145.00).

Level 3 – Volunteer Winterization (~\$75/unit + overhead)

- Program ongoing, based on schedules of volunteers and homeowners.
- Funding through RGGI; Project Director's salary from NHCF.
- >500 sites assigned; 400+ homes winterized; 465 registered volunteers; many volunteers helped multiple weekends.
- Volunteers matched into teams of 3, then matched to sites close to their communities. Volunteers spend approximately 2 hours per site, educating homeowners about energy-saving and energy-safety issues, and installing 30+ products, including CO alarms.
- Product-installation/inspection checklists come back to StayWarmNH in SASEs for data entry, analysis, and then to the CAAs for prioritization for future weatherization needs.
- As of 1/23/09, of the 340 forms returned, 92 (27%) reported alarming or very high priority attention needed.
- Very positive feedback from volunteers, anecdotally and through 3 surveys.
- Great media coverage: *Monitor*, *Union Leader*, *Telegraph*, WMUR, NHPR, smaller local papers, and even mention in *NY Times Green Inc*.
- According to EnergyStar.gov, if only half the CFL lightbulbs provided by Levels 3+4 efforts (16,000 provided) replace 75-watt incandescent bulbs and are used for 3 hours/day, annual cost savings = \$101,616. Life-cycle cost savings = \$705,457, Life-cycle CO2 avoidance = almost 5 million pounds.
- Metrics for other energy saving/safety products are hard to quantify. Initial analysis concludes that significant energy-money-CO2 savings have been achieved.
- Various logistical challenges – the ice storm, the human element, the time frame – keep the team undeterred and the program dynamic.
- The StayWarmNH volunteer training video, available online or as a DVD, allowed for consistent messaging about the program, expectations, and installation of the products. This tool was used by almost every volunteer in the program.
- Throughout the volunteer recruitment, training, and mobilization efforts, and then with our on-going communications with the Community Action Agencies, it became apparent that a modern web-based data-management system is a much-needed tool for future efforts.

Level 4 – Do It Yourself StayWarm Kits (~ \$30/unit)

- Program ongoing, based on schedules of homeowners.
- Materials funded through RGGI; Project Director's salary funded through NHCF.
- 3500 kits transported by PSNH in December 2008 to 10 CAA offices throughout state.

- CAAs distributed kits to income-qualified homeowners, tracking who has received them for accounting purposes and to avoid overlap with future programs.
- DIY StayWarm kits do not have CO alarms, but are otherwise identical to kits installed by volunteers, 30+ products and literature.
- StayWarmNH Product Installation DVD accompanies this kit, geared to the homeowners.
- Anecdotal feedback on these kits is positive, although there are no tracking mechanisms to know which products were installed.

StayWarm Makes a Difference – Some Examples:

Stay Warm: StayWarmNH assigned a volunteer team to several homes in Allentown, one of which was “without heat.” Assuming the homeowner had run out of fuel, the team leader notified StayWarm, OEP, and the CAA, who determined the problem was far more complicated. The home had been without a heating system or running water since the Mother’s Day Flood in 2007. Despite frigid temperatures, the volunteers met with the homeowner, discussed the materials in the kit, and marveled at her buoyant optimism. Within days, the CAA had assessed the home, installed a new heating system, and is currently preparing to bring all of the systems up to acceptable levels.

Stay Safe: During the December 2008 ice storm, some volunteer teams persevered with their commitments to the program and the homeowners who awaited them. In spite of cold temperatures and no electricity, volunteers from a Chichester team installed the products, and the carbon monoxide alarm. Almost immediately, the alarm registered unsafe levels of CO. The homeowners, one of whom was “on oxygen” were heating their chilly home by boiling water on their unvented gas stove. Candles burned for a little light added to the hazard. The family was evacuated and move to the home of a relative.

Stay Connected: The Stay Connected component refer to strengthening community networks and connecting residents to information and resources available to them on the StayWarmNH website, such as information sheets, links to relevant organizations and services, and training information for volunteers. One energy committee in Colebrook has taken this project on with a vengeance, winterizing over 20 homes; they sought a program that could help their neighbors in need and give them concrete direction. Other community members matched up to work together have made arrangements to snowshoe. While these connections have no immediate financial value associated with them, they do add to the social fabric of the community and reflect favorably on the State of NH. And finally, many volunteers have made a personal connection to their own energy habits, reporting purchases of similar winterizing materials to improve the efficiency of their own homes. We anticipate many of these volunteers will continue with this program in the years to come.

Conclusion:

Energy savings associated with home weatherization, air-sealing, habit change, and even minor improvements is proven. Weatherization plugs the hole in the energy bucket, the bucket that continually gets refilled at escalating costs. Plugging that hole, or even slowing the leak, saves money and energy, plus it improves the comfort of the home. StayWarmNH has saved money and energy for New Hampshire’s most vulnerable residents, connecting them to a new layer of social safety-net fabric, at a very low cost but with high social dividends. With more organizational time, a better data-management infrastructure, and the recruitment and nurturing of additional volunteer groups, this program can provide tremendous, long-lasting benefits.

February 2, 2009

Laura Richardson
Project Director